EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S27	1146	(713/182).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 13:21
S31	1	S29 and (group near1 key$1) and (service near1 menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S32	2	S29 and (group near2 key$1) and (service near2 menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S33	2	S29 and (group near2 key$1) and (service$1 with menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S60	2	("20040111629").PN.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:36
S61	674	(713/165).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S62	450	(713/166).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S63	416	(713/167).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S64	1319	(713/189).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S65	1896	(713/193).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S66	701	(726/2).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S67	1304	(726/26).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S68	746	(726/27).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S69	386	(726/28).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37
S70	273	(726/29).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:37

EAST Search History

S72	6672	S61 or S62 or S63 or S64 or S65 or S66 or S67 or S68 or S69 or S70	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:38
S73	0	S72 and ((right near1 use) with service$1)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:39
S74	0	S72 and ((right$1 near3 use) with service$1)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:40
S75	51	S72 and ((right$1 near3 usage$1) with service$1)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:40
S76	0	S72 and ((right$1 near3 usage$1) with service$1 with prevent$3)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:40
S77	5	S72 and ((right$1 near3 usage$1) with service$1 same prevent$3)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/02 14:40
S78	388	(load$3 near3 class$2) with service$1	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/06 13:07
S79	2	S78 and (menu near3 service$1)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/06 13:07
S80	37	(group near2 key$1) and (service$1 with menu) and (logic)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/06 18:20
S81	2	("6,141,530").PN.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 08:11
S82	2	("6829301").PN.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 08:11
S83	17	("6141530").URPN.	USPAT	OR	OFF	2007/08/14 08:29
S86	4	("20020095679" | "20020156912" | "6141530" | "6384893").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2007/08/14 10:44
S87	1	("6829033").URPN.	USPAT	OR	OFF	2007/08/14 10:44
S88	3	S86 or S87	USPAT	OR	OFF	2007/08/14 10:45
S89	5	S86 or S87	US-PGPUB; USPAT	OR	OFF	2007/08/14 11:46
S90	3	"9948296"	US-PGPUB; USPAT; EPO	OR	OFF	2007/08/14 11:53

S91	2	("20030204718").PN.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S92	1313	(726/26).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S93	756	(726/27).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S94	388	(726/28).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S95	275	(726/29).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S96	328	(726/30).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:26
S98	1330	(713/189).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:27
S99	1326	(713/182).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:27
S100	709	(726/2).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:27
S101	5576	S92 or S93 or S94 or S95 or S96 or S98 or S99 or S100	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:27
S102	2	S101 and (group near2 key$1) and (service$1 with menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S103	2	S101 and (group near2 key$1) and (service near2 menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S104	1	S101 and (group near1 key$1) and (service near1 menu)	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 12:28
S105	1326	(713/182).CCLS.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/14 13:21

Interference Search

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	(((deliver$3 or transmit$4) with ((adaptor$1 or configuration$1 or setting$1) near3 service$1)) and (service$1 near2 menu)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:36
L2	5	((group near2 key$1) and (service near2 menu)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:36
L3	0	(((select$3 near3 service$1) with menu) same (functionality near3 service$1)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:37
L4	1	((server$1 same (group near1 key$1)) and (wireless near1 device$1)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:37
L5	3	((server$1 and (group near1 key$1)) and (wireless near1 device$1)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:37
L6	50	((load$3 near3 class$2) with service$1).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:38
L7	4	(((load$3 near3 class$2) with service$1) and (right$2 or privileg$3)).clm.	US-PGPUB; USPAT; DERWENT	OR	OFF	2007/08/15 09:38

```
File 348:EUROPEAN PATENTS 1978-2007/ 200731
         (c) 2007 European Patent Office
File 349:PCT FULLTEXT 1979-2007/UB=20070809UT=20070802
         (c) 2007 WIPO/Thomson

Set      Items  - Description
S1       310340   SERVICE? ?
S2      1295792   RESOURCE? ? OR PROCESSES OR ASSET? ? OR OBJECT? ?
S3        83019   S1:S2(5N)(SELECT???? OR MENU? ? OR OPTION? ? OR SPECIFIE? ?
                  OR SPECIFY? OR CHOOS??? OR CHOICE? ? OR CHOSE? ? OR PICK? ? -
                  OR PICKED OR PICKING)
S4        30883   S1:S2(5N)(OPT?? OR OPTING OR ALTERNATIVE? ?)
S5       953011   ADAPTOR? ? OR ADAPTER? ? OR CONFIGURATION? ? OR SETTING? ?
                  OR DRIVER? ?
S6      1085011   FUNCTION? ? OR FUNCTIONALIT?
S7      1675949   RIGHT? ? OR PERMIT? OR PERMIS? OR ALLOW? OR PRIVILEGE? OR -
                  AUTHORIS? OR AUTHORIZ? OR APPROV?
S8       201114   S7(3N)(USE OR USES OR USED OR USING OR USAGE? ?)
S9        85666   S7(3N)ACCESS???
S10       61313   S5(10N)S6
S11         700   S10(50N)S3:S4
S12          50   S11(100N)S8:S9
S13          32   S12 AND AC=US/PR AND AY=(1963:2002)/PR
S14          32   S12 AND AC=US AND AY=1963:2002
S15          32   S12 AND AC=US AND AY=(1963:2002)/PR
S16          28   S12 AND PY=1963:2002
S17          38   S13:S16
S18          38   IDPAT (sorted in duplicate/non-duplicate order)
S19          38   IDPAT (primary/non-duplicate records only)
S20        1087   S10(100N)S3:S4
S21          82   S20(100N)S8:S9
S22          32   S21 NOT S12
S23          16   S22 AND AC=US/PR AND AY=(1963:2002)/PR
S24          16   S22 AND AC=US AND AY=1963:2002
S25          16   S22 AND AC=US AND AY=(1963:2002)/PR
S26          22   S22 AND PY=1963:2002
S27          22   S23:S26
S28          22   S27 NOT (SPE()503 OR HOSPITAL()SERVICE? ?)
```

28/5,K/13   (Item 4 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00857361   **Image available**
FINGERPRINT ACTIVATED REMOTE INPUT DEVICE FOR PERSONAL ID RECOGNITION AND
    ACCESS AUTHENTICATION
DISPOSITIF D'ENTREE ACTIONNE A DISTANCE PAR EMPREINTE DIGITALE POUR
    IDENTIFICATION PERSONNELLE ET AUTHENTIFICATION DE L'ACCES
Patent Applicant/Inventor:
  HARADA Takeshi, 965 East El Camino Real #811, Sunnyvale, CA 94087, US, US
    (Residence), JP (Nationality)
  OKUBO Wayne T, 10686 Amilet Place, Cupertino, CA 94014, US, US
    (Residence), US (Nationality)
Legal Representative:
  JOHNSON Doyle B (agent), Crosby, Heafey, Roach & May, Suite 2000, Two
    Embarcadero Center, San Francisco, CA 94111-4106, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200191057 A2-A3 20011129 (WO 0191057)
  Application: WO 2000US30451 20001106 (PCT/WO US0030451)
  Priority Application: US 2000577198 20000523
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
  AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE

Set	Items	Description
S1	396856	SERVICE? ?
S2	1103949	RESOURCE? ? OR PROCESSES OR ASSET? ? OR OBJECT? ?
S3	67809	S1:S2(5N)(SELECT???? OR MENU? ? OR OPTION? ? OR SPECIFIE? ? OR SPECIFY? OR CHOOS??? OR CHOICE? ? OR CHOSE? ? OR PICK? ? - OR PICKED OR PICKING)
S4	2559	S1:S2(5N)(OPT?? OR OPTING OR ALTERNATIVE? ?)
S5	1408511	ADAPTOR? ? OR ADAPTER? ? OR CONFIGURATION? ? OR SETTING? ? OR DRIVER? ?
S6	1066420	FUNCTION? ? OR FUNCTIONALIT?
S7	2667926	RIGHT? ? OR PERMIT? OR PERMIS? OR ALLOW? OR PRIVILEGE? OR - AUTHORIS? OR AUTHORIZ? OR APPROV?
S8	145310	S7(3N)(USE OR USES OR USED OR USING OR USAGE? ?)
S9	53065	S7(3N)ACCESS???
S10	32530	S5(10N)S6
S11	437	S10 AND S3:S4
S12	35	S11 AND S8:S9
S13	15	S12 AND AC=US/PR AND AY=(1963:2002)/PR
S14	26	S12 AND AC=US AND AY=1963:2002
S15	26	S12 AND AC=US AND AY=(1963:2002)
S16	19	S12 AND PY=1963:2002
S17	27	S13:S16

? t17/69

17/69/1   (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2007 The Thomson Corporation. All rts. reserv.

0014281286 - Drawing available   Your application
WPI ACC NO: 2004-467804/200444
XRPX ACC NO: N2004-369662
Information service executing method using Internet, involves selecting
devices with functions for performing user selected services and
delivering adaptors generated from service components of function to
devices
Patent Assignee: HITACHI LTD (HITA)
Inventor: KATO H; KAWANO K; KONO K; MIYAO T; SAMEJIMA S; SAMESHIMA S
Patent Family (2 patents, 2 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
US 20040111629	A1	20040610	US 2003717346	A	20031118	200444	B
JP 2004171212	A	20040617	JP 2002335423	A	20021119	200444	E

Priority Applications (no., kind, date): JP 2002335423 A 20021119

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
US 20040111629	A1	EN	20	15	
JP 2004171212	A	JA	16		

Alerting Abstract US A1
  NOVELTY - A logic describing specification for implementing a service
selected by a user, is acquired. The server (101) managed devices (102)
with functions for performing the requested service are selected . The
right for using the functions are acquired, and service components of
functions are extracted using the logic. The adaptors generated from the
service components are delivered to the devices for performing service.
  DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

```
File    2:INSPEC 1898-2007/Jul W5
          (c) 2007 Institution of Electrical Engineers
File    6:NTIS 1964-2007/Aug W2
          (c) 2007 NTIS, Intl Cpyrght All Rights Res
File    8:Ei Compendex(R) 1884-2007/Aug W1
          (c) 2007 Elsevier Eng.  Info. Inc.
File   34:SciSearch(R) Cited Ref Sci 1990-2007/Aug W2
          (c) 2007 The Thomson Corp
File   35:Dissertation Abs Online 1861-2007/Jul
          (c) 2007 ProQuest Info&Learning
File   65:Inside Conferences 1993-2007/Aug 10
          (c) 2007 BLDSC all rts. reserv.
File   95:TEME-Technology & Management 1989-2007/Aug W1
          (c) 2007 FIZ TECHNIK
File   99:Wilson Appl. Sci & Tech Abs 1983-2007/Jul
          (c) 2007 The HW Wilson Co.
File  144:Pascal 1973-2007/Jul W5
          (c) 2007 INIST/CNRS
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File  266:FEDRIP 2007/Jul
          Comp & dist by NTIS, Intl Copyright All Rights Res
File  434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
          (c) 2006 The Thomson Corp
File  583:Gale Group Globalbase(TM) 1986-2002/Dec 13
          (c) 2002 The Gale Group
File   56:Computer and Information Systems Abstracts 1966-2007/Jul
          (c) 2007 CSA.
File   60:ANTE: Abstracts in New Tech & Engineer 1966-2007/Jul
          (c) 2007 CSA.

Set      Items    Description
S1     2126867    SERVICE? ?
S2     4546494    RESOURCE? ? OR PROCESSES OR ASSET? ? OR OBJECT? ?
S3       97134    S1:S2(5N)(SELECT???? OR MENU? ? OR OPTION? ? OR SPECIFIE? ?
                  OR SPECIFY? OR CHOOS??? OR CHOICE? ? OR CHOSE? ? OR PICK? ? -
                  OR PICKED OR PICKING)
S4       23843    S1:S2(5N)(OPT?? OR OPTING OR ALTERNATIVE? ?)
S5     1904822    ADAPTOR? ? OR ADAPTER? ? OR CONFIGURATION? ? OR SETTING? ?
                  OR DRIVER? ?
S6     5568753    FUNCTION? ? OR FUNCTIONALIT?
S7     6422637    RIGHT? ? OR PERMIT? OR PERMIS? OR ALLOW? OR PRIVILEGE? OR -
                  AUTHORIS? OR AUTHORIZ? OR APPROV?
S8      162866    S7(3N)(USE OR USES OR USED OR USING OR USAGE? ?)
S9       35582    S7(3N)ACCESS???
S10        584    S1:S2(5N)(OPT OR OPTS OR OPTED OR OPTING)
S11      45046    S5(10N)S6
S12        173    S11 AND (S3:S4 OR S10)
S13          0    S12 AND S8:S9
S14         40    S12 AND S7
S15         22    S14/2003:2007
S16         18    S14 NOT S15
S17         16    RD  (unique items)

 17/7/10      (Item 1 from file: 35)
DIALOG(R)File  35:Dissertation Abs Online
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01847302  ORDER NO: AADAA-I3023238
An integrated and QoS-aware framework for multimedia service management
   Author: Xu, Dongyan
   Degree: Ph.D.
   Year:   2001
   Corporate Source/Institution:  University of Illinois at Urbana-Champaign
```

File 696:DIALOG Telecom. Newsletters 1995-2007/Aug 10
        (c) 2007 Dialog
File 15:ABI/Inform(R) 1971-2007/Aug 13
        (c) 2007 ProQuest Info&Learning
File 98:General Sci Abs 1984-2007/Jul
        (c) 2007 The HW Wilson Co.
File 141:Readers Guide 1983-2007/Jun
        (c) 2007 The HW Wilson Co
File 484:Periodical Abs Plustext 1986-2007/Jul W5
        (c) 2007 ProQuest
File 553:Wilson Bus. Abs. 1982-2007/Aug
        (c) 2007 The HW Wilson Co
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File 613:PR Newswire 1999-2007/Aug 13
        (c) 2007 PR Newswire Association Inc
File 635:Business Dateline(R) 1985-2007/Aug 11
        (c) 2007 ProQuest Info&Learning
File 810:Business Wire 1986-1999/Feb 28
        (c) 1999 Business Wire
File 610:Business Wire 1999-2007/Aug 13   !
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File 370:Science 1996-1999/Jul W3
        (c) 1999 AAAS
File 624:McGraw-Hill Publications 1985-2007/Aug 13
        (c) 2007 McGraw-Hill Co. Inc
File 634:San Jose Mercury Jun 1985-2007/Aug 09
        (c) 2007 San Jose Mercury News
File 647:CMP Computer Fulltext 1988-2007/Sep W2
        (c) 2007 CMP Media, LLC
File 674:Computer News Fulltext 1989-2006/Sep W1
        (c) 2006 IDG Communications

Set   Items   Description
S1   7783671   SERVICE? ?
S2   4414695   RESOURCE? ? OR PROCESSES OR ASSET? ? OR OBJECT? ?
S3   365559   S1:S2(5N)(SELECT???? OR MENU? ? OR OPTION? ? OR SPECIFIE? ?
                 OR SPECIFY? OR CHOOS??? OR CHOICE? ? OR CHOSE? ? OR PICK? ? -
                 OR PICKED OR PICKING)
S4   76967   S1:S2(5N)(OPT?? OR OPTING OR ALTERNATIVE? ?)
S5   1538000   ADAPTOR? ? OR ADAPTER? ? OR CONFIGURATION? ? OR SETTING? ?
                 OR DRIVER? ?
S6   1410927   FUNCTION? ? OR FUNCTIONALIT?
S7   7429265   RIGHT? ? OR PERMIT? OR PERMIS? OR ALLOW? OR PRIVILEGE? OR -
                 AUTHORIS? OR AUTHORIZ? OR APPROV?
S8   278081   S7(3N)(USE OR USES OR USED OR USING OR USAGE? ?)
S9   198472   S7(3N)ACCESS???
S10   39169   S5(20N)S6
S11   593   S10(100N)S3:S4
S12   21   S11(100N)S8:S9
S13   4   S12/2003:2007
S14   17   S12 NOT S13
S15   14   RD (unique items)

 15/3,K/8   (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
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00523177 20010227SFTU067 (USE FORMAT 7 FOR FULLTEXT)
Talisma Unveils a Different Kind of Crm
PR Newswire
Tuesday, February 27, 2001 09:02 EST

Set	Items	Description
S1	30507	AU=(KATO H? OR KATO, H?)
S2	36	AU=(SAMESHIMA S? OR SAMESHIMA, S?)
S3	1956	AU=(KAWANO K? OR KAWANO, K?)
S4	637	AU=(MIYAO T? OR MIYAO, T?)
S5	33090	S1:S4
S6	193673	SERVICE? ?(5N)(PROVISION? OR PROVID???)
S7	18406	SERVICE? ?(5N)EXECUT????
S8	6	S5 AND S6 AND S7

8/9/1   (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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08808542   **Image available**
CUSTOMER SERVICE SUPPORT SYSTEM, CUSTOMER SERVICE SUPPORT METHOD, AND
CUSTOMER SERVICE SUPPORT PROGRAM

PUB. NO.:   2006-201902 [JP 2006201902 A]
PUBLISHED: August 03, 2006 (20060803)
INVENTOR(s):   KATO HITOSHI
APPLICANT(s): HONDA MOTOR CO LTD
APPL. NO.:   2005-011150 [JP 200511150]
FILED: January 19, 2005 (20050119)

International Patent Class (v8 + Attributes)
IPC + Level Value Position Status Version Action Source Office:

IPC	Level	Value	Position	Status	Version	Action	Source	Office
G06Q-0050/00	A	I	F	B	20060101	20060707	H	JP
G06Q-0010/00	A	I	L	B	20060101	20060707	H	JP
G06Q-0030/00	A	I	L	B	20060101	20060707	H	JP

ABSTRACT

PROBLEM TO BE SOLVED: To provide a customer service support system and
customer service support method capable of supporting customer service of a
sales person more effectively than ever.

SOLUTION: An identifying device acquires vehicle identifier data for
specifying a vehicle identifier previously assigned to each vehicle. Based
on the vehicle identifier, history information data for specifying
execution dates of the services performed in the past is acquired.
Simultaneously, service information data for specifying an execution
interval every service is acquired. An operation processing circuit
calculates an expected execution date every service based on the
history information data and service information data. The ranking of the
services is performed in accordance with an arbitrary reference based on
the calculated expected dates. Predetermined services can be presented to
the sales person according to the ranking. Therefore, the sales person can
exactly propose a service to a consumer.

8/5/2   (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS